

STANDARD OPERATING PROCEDURES

Customer Service Announcement

Elimination of STK 9 Track Tape Drives and Tapes

DAS ITE is committed to maintaining a state of art data center for our customers. ITE is currently upgrading hardware and after carefully reviewing usage it has been determined that ITE will be eliminating STK 9 track round reel tape and tape drives as of December 31, 2005.

The STK tape drive models 4674 and 4670 (addresses 580, 581, 582, 583) will no longer be utilized after December 31, 2005. Please make arrangements to transfer any data that currently resides on this type of tape by December 12, 2005. If you need assistance from ITE, please contact Vic Anderson, 281-3650.

The benefits to our customers include:

- Maintaining a data center with equipment that has current maintenance and support contracts with vendors.

The benefits to ITE include:

- Eliminating unused equipment to allow for better facility usage.